

## **Circulation Library Assistant 5/Aide Supervisor-Trainer**

**Position Summary:** Under the direct supervision of the Circulation Manager, this position is responsible for providing service to patrons and support for library circulation through public desk service, supervision, training and evaluation of library aides assigned to agency and orientation of new library staff to circulation operations and best practices.

### **Duties and Responsibilities**

1. Assists patrons at public service desk: collects fines, registers patrons; facilitates access to materials; answers basic informational questions related to branch collections; serves as first line of patron support in responding to complaints and inquiries; ensures thorough documentation of patron interactions in Workflows.
2. Trains, supervises, coaches and evaluates library aides assigned to Circulation; assists the Circulation Manager in hiring and performance management of library aides.
3. Approves timesheets; accurately documents attendance points as needed.
4. Provides orientation to circulation best practices for new library staff.
5. Monitors, evaluates, and directs workflow of discharge/sorting/shelving operations.
6. Prepares circulation desk for daily use as assigned; performs daily cash routines as needed.
7. Participates in departmental meetings, library-wide committees, and training opportunities.
8. Performs other related duties as assigned.

### **Minimum Qualifications**

- Minimum of one year of supervisory experience.
- Demonstration of excellent customer service skills.
- Fundamental knowledge of library practices and procedures.
- Strong public service orientation.
- Demonstrated proficiency in Microsoft Word and Outlook programs with general knowledge of electronic file management.

**Schedule:** 40 hours weekly to include one evening a week and a rotating Saturday shift.

**Salary:** \$37,186 annually; Health insurance, fully paid dental, vision, LTD and life insurance; fully paid defined benefit pension plan.

Application, cover letter and recent resume are required for consideration.

**Deadline for application is Wednesday, February 20, 2019.**